



IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE

#8/a  
9/26/02  
JFL/nd

APPLICANT: Mark C. Pace et al.  
APPLICATION NO.: 09/782,616  
FILING DATE: February 12, 2001  
TITLE: AUTOMATED SERVICE SCHEDULING SYSTEM  
CONFIRMATION NO: 9755  
EXAMINER: Scott E. Jones  
GROUP ART UNIT: 3713  
ATTY. DKT. NO.: 19538-05563

RECEIVED

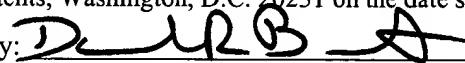
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TECHNOLOGY CENTER R3700

**CERTIFICATE OF MAILING**

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231 on the date shown below.

Dated: 23 Aug 2002

By: 

Daniel Brownstone, Reg. No. 46,581

COMMISSIONER FOR PATENTS  
WASHINGTON, D.C. 20231

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01 FC:102  
02 FC:103

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**AMENDMENT A**

Sir:

In response to the Office Action mailed May 23, 2002, please amend the application as follows:

**IN THE CLAIMS:**

Please amend the claims as presented below. For the convenience of the Examiner, an unmarked version of all pending claims is provided below, and a version with markings to show the changes made is attached to this amendment.